Company Name:		Ducor Telephor	ne Company	U#: <u>U-1007-C</u>	Report Year:	2018
Reporting Unit Type:	☐ Total Company	□ Exchange	☐ Wire Center	Reporting Unit Name:	Total Ducor, Kennedy Meadows, and	l Rancho Tehama

				Date filed		Date filed				Date filed				
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inter	val	Total # of business days	0.82	1.52	4.39	3.48	3.61	2.9	1.82	2.93	1.99	2.31	2.47	3.27
nstallation interval Min. standard = 5 bus. days		Total # of service orders	3	6	11	11	9	9	8	12	8	10	10	12
Willia Otalidara – O	buc. dayo	Avg. # of business days	0.27	0.25	0.4	0.32	0.4	0.32	0.23	2.93	0.25	0.23	0.25	0.27
		Total # of installation commitments	3	6	11	11	9	9	8	12	8	10	10	12
Installation Com		Total # of installation commitment met	3	6	11	11	9	9	8	12	8	10	10	12
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	958	958	957	952	948	948	939	945	934	928	929	932
<b>Customer Troub</b>	le Report													
	00/ (0 100 1' 1' 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												1
2	units w/ 2 3,000 lines)	% of trouble reports												
ιda	90/ (9 === 400adii== lines for	Total # of working lines												I
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		Total # of trouble reports												Ī
	units w/ 1,001 - 2,999 inles/	% of trouble reports												Ī
Ē		Total # of working lines	958	958	957	952	948	948	939	945	934	928	929	932
	10% (10 per 100 working lines	Total # of trouble reports	12	8	8	5	0	2	3	19	15	5	19	1
for units w/ ≤ 1,000 lines)		% of trouble reports	1%	1%	1%	1%	0	1%	0%	2%	2%	1%	2%	19
	•	Total # of outage report tickets	9	1	5	3	0	0	3	6	15	5	19	1
		Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0	3	6	15	5	19	1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.09
Out of Service R	eport 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0:00	0:00	0:00	7:27	17:38	6:42	44:50:00	20:5
Willi. Stallualu =	90% Within 24 hrs	Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0:00	0:00	0:00	1:15	1:11	1:20	2:22	1:3
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	N
		Total # of outage report tickets	9	1	5	3	0	0	0	6	15	5	19	1
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0	0	6	15	5	19	1
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100.0%	100.0%	100.0%	100.0%	100.09
		Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0	0	0	7:27	17:38	6:42	44:50:00	20:5
		Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0	0	0:00	1:15	1:11	1:20	2:22	1:3
		Number of customers who received refunds	0	10	1	1	1	1	0	0	0	0	4	i
Refunds		Monthly amount of refunds	\$0.00	\$464.32	\$26.05	\$10.00	\$40.00	\$34.78	\$0.00	\$0.00	\$0.00	\$0.00	\$62.25	\$181.0
Answer Time (Tro	puble Reports, Billing & Non-Billing)													i
Min. standard = 8	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												i
	enu option to reach live agent).	Total # of call seconds to reach live agent					1							
		%< 60 seconds												
I		=  -												

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year:	2018
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Ducor Exchange	

Measurement (Compile monthly, file quarterly)		onthly, file quarterly)	Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter		Date filed (11/15/2016) 3rd Quarter				Date filed (02/27/2017 4th Quarte			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Inter	avol.	Total # of business days	0	0	0.12	0.21	1.13	0.22	0.41	0	0.82	0.51	0.71	0.35
Min. standard = 5		Total # of service orders	0	0	1	1	1	1	2	0	4	3	2	1
iviiii. Stariuaru = 5	bus. days	Avg. # of business days	0	0	0.12	0.21	1.13	0.22	0.21	0	0.21	0.17	0.36	0.35
		Total # of installation commitments	0	0	1	1	1	1	2	0	4	3	2	1
Installation Com	mitment	Total # of installation commitment met	0	0	1	1	1	1	2	0	4	3	2	1
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	258	258	256	253	250	250	248	250	245	242	247	241
Customer Troub	le Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
<del>,</del>	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
혍	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines	258	258	256	253	250	250	248	250	245	242	247	241
10% (10 per 100 working line: for units w/ ≤ 1.000 lines)		Total # of trouble reports	7	0	0	1	0	0	0	2	4	1	3	3
	for units w/ ≤ 1,000 lines)	% of trouble reports	3%	0%	0%	0%	0%	0%	0%	1%	2%	0%	1%	1%%
	•	Total # of outage report tickets	6	0	0	1	0	0	0	2	4	1	3	3
		Total # of repair tickets restored in < 24hrs	6	0	0	1	0	0	0	2	4	1	3	3
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%
Out of Service R Min. standard = 9		Sum of the duration of all outages (hh:mm)	08:05	0:00	0:00	1:24	0:00	0:00	0:00	0:00	5:40	3:30	9:32	11:10
iviin. standard = 9	U% Within 24 hrs	Avg. outage duration (hh:mm)	01:21	0:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25	3:30	3:11	3:54
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	6	0	0	1	0	0	0	2	4	1	3	3
Unadjusted		Total # of repair tickets restored in < 24hrs	6	0	0	1	0	0	0	2	4	1	3	3
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%	%	100%	100%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	08:05	00:00	0:00	1:24	0:00	0:00	0:00	0:00	5:40	3:30	9:32	11:10
		Avg. outage duration (hh:mm)	01:21	00:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25	3:30	3:11	3:43
		Number of customers who received refunds	0	0	0	0	1	0	0	0	0	0	2	
Refunds		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$ -	\$ 40.00	\$ -				0.00	6.32	92.2
	puble Reports, Billing & Non-Billing)													
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent			1	1	†							<b>†</b>
290 (	to roadi o ago.ii).	%≤60 seconds												

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2018
Reporting Unit Type:	□ Total Company ☑ Exchange □ Wire Center	Reporting Unit Name:	Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed			Date filed		Date filed			Date filed (01/16/2019	<del></del>					
	weasurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter				4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
installation Interval Min. standard = 5 bus. days		Total # of business days	0.82	1.48	4.05	2.21	0.51	2.42	1.41	2.73	1.17	1.4	1.57	2.92		
		Total # of service orders	3	5	9	8	2	7	6	11	4	6	7	11		
min otanaara – o		Avg. # of business days	0.27	0.3	0.45	0.28	0.26	0.35	0.24	0.25	0.29	0.23	0.22	0.27		
		Total # of installation commitments	3	5	9	8	2	7	6	11	4	6	7	11		
Installation Comr		Total # of installation commitment met	3	5	9	8	2	7	6	11	4	6	7	11		
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0		
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Customers		Acct # for voice or bundle, res+bus	543	543	544	541	536	536	530	534	532	529	531	538		
Customer Troubl	e Report												<b>↓</b>			
	6% (6 per 100 working lines for	Total # of working lines														
	units w/ ≥ 3,000 lines)	Total # of trouble reports														
5	unito w/ 2 0,000 inico)	% of trouble reports														
da		Total # of working lines														
ţ	8% (8 per 100 working lines for	Total # of trouble reports											†			
units w/ 1,001 - 2,999 lines)		% of trouble reports											1	<b>†</b>		
<u> </u>		Total # of working lines	543	543	544	541	536	536	530	534	532	529	531	538		
10% (10 per 100 working lines		Total # of trouble reports	5	7	8	4	0	0	1	14	9	4	15	8		
	for units w/ ≤ 1,000 lines)	% of trouble reports	5 1%	1%	1%	1%	0%	0%	0%	3%	2%	1%	3%	1%		
		Total # of outage report tickets	3	170	5	2	0%	0%	0%	5	9	1 70 4	15	8		
		Total # of outage report tickets  Total # of repair tickets restored in < 24hrs		1	5	2	0		1	5	9	4	15	8		
Adjusted		% of repair tickets restored in ≤ 24hrs	3	1				0								
Out of Service Re	eport		100%	100%	100%	100%	%	%	100%	100%	100%	100.0%	100.0%	100.0%		
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27	8:18	3:12	34:55:00	8:46		
		Avg. outage duration (hh:mm)	1:45	00:47	1:19	1:23	0:00	0:00	0:00	1:17	:55	0:48	2:20	1:06		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No		
		Total # of outage report tickets	3	1	5	2	0	0	0	5	9	4	15	8		
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0	0	5	9	4	15	8		
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%	%	100%	100%	100.0%	100.0%	100.0%		
		Sum of the duration of all outages (hh:mm)	05:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27	8:18	3:12	34:55:00	8:46:00		
		Avg. outage duration (hh:mm)	01:45	00:47	1:19	1:23	0:00	0.00	0.00	1:17	0:55	0:48	2:20	1:06		
		Number of customers who received refunds	0	0	0	1	0	0	0	0	0	0	1	2		
Refunds		Monthly amount of refunds	0	0	0	\$ 10.00	\$ -	\$ -	0.00	0.00	0.00	0.00	29.11	12.70		
	uble Reports, Billing & Non-Billing)												↓			
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											↓			
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent														
		% <u>&lt;</u> 60 seconds														
		Ī														

**Primary Utility Contact Information** 

Name: Fric Votaw Phone: 550-534-2211 Email: evotaw@varcomm.biz			
Haine. Life votaw Linaii. evotawe valconini.biz	Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Date Adopted: 7/28/09

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 201	8
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kennedy Meadows Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)	
		,, qua. 10,,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Train to the contract of	Jan	Feb	Mar 0.22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	0	0.04		1.06	1.97	0.26	0	0.2	0	0.4	0:19	0
Min. standard = 5 b		Total # of service orders	0	1	1	2	6	1	0	1	0	1	1	0
		Avg. # of business days	0	0.04	0.22	0.53	0.33	0.26	0	0.2	0	0.4	0:19	0
		Total # of installation commitments	0	1	1	2	6	1	0	1	0	1		0
Installation Comm		Total # of installation commitment met	0	1	1	2	6	1	0	1	0	1	1	0
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	157	157	157	158	162	162	158	158	154	154	151	150
<b>Customer Trouble</b>	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	99/ /9 per 100 working lines for	Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		Total # of trouble reports												
ė,	unito w/ 1,001 2,000 inico)	% of trouble reports												
<b>∑</b>	Total # of working lines	157	157	157	158	162	162	158	158	154	154	151	150	
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		Total # of trouble reports	0	1	0	0	0	2	2	3	2	0	1	2
	ioi units w/ = 1,000 lines)	% of trouble reports	0%	1%	0%	0%	0%	1%	1%	2%	1%	0%	1%	1%
		Total # of outage report tickets	0	0	0	0	0	0	0	1	2	0	1	2
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	2	0	1	2
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%
Out of Service Re		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40	0:00	0:23	0:55
Min. standard = 90°	% Within 24 nrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50	0:00	0:23	0:28
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	0	0	0	0	0	0	0	1	2	0	0	2
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	2	0	0	2
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100%	100%	100%	100.0%	100.0%
·	•	Sum of the duration of all outages (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40	0:00	0:23	0:55
		Avg. outage duration (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50	0:00	0:23	0:28
		Number of customers who received refunds	0	0	0.00	0.00	0.00	1	0.00	0	0	0.00	2	3
Refunds		Monthly amount of refunds	0	0	0	s -	s -	\$ 34.78	0.00	0.00	0.00	0.00	31.45	76.07
	ble Reports, Billing & Non-Billing)	morning amount of fedulus	0	U	U	Ψ -	Ψ -	Ψ 54.76	0.00	0.00	0.00	0.00	31.73	70.07
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											+	$\vdash$
	<del>_</del>	. 0		-		-	-	-					+	<del>                                     </del>
iive agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent										_	+	<del>                                     </del>
		% <u>&lt;</u> 60 seconds		1		1	1	1					₩	<b></b>

**Primary Utility Contact Information** 

Name: Fric Votaw	Phone: 559-534-2211	Fmail: evotaw@varcomm biz

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

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